

FIG. 1

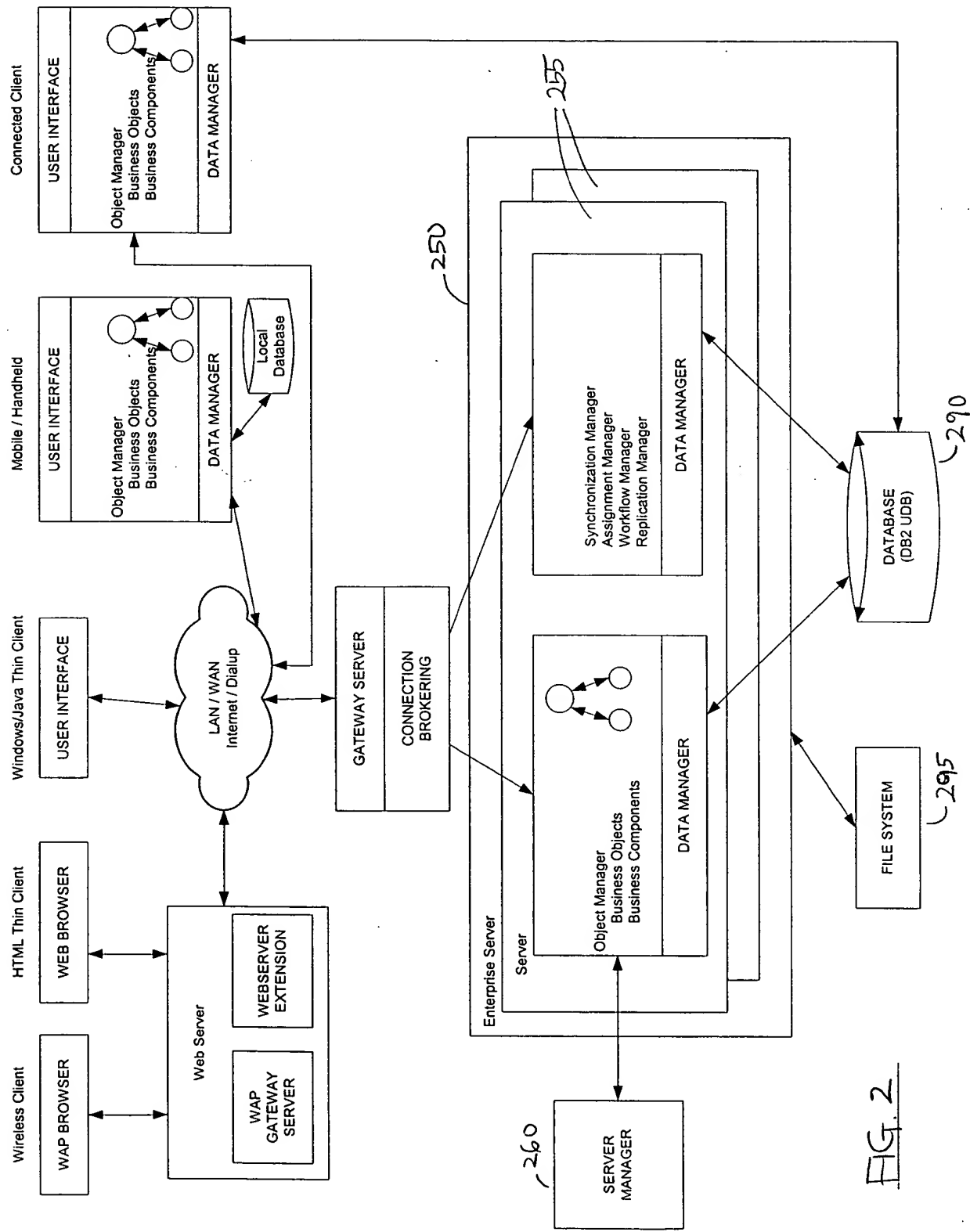


FIG. 2

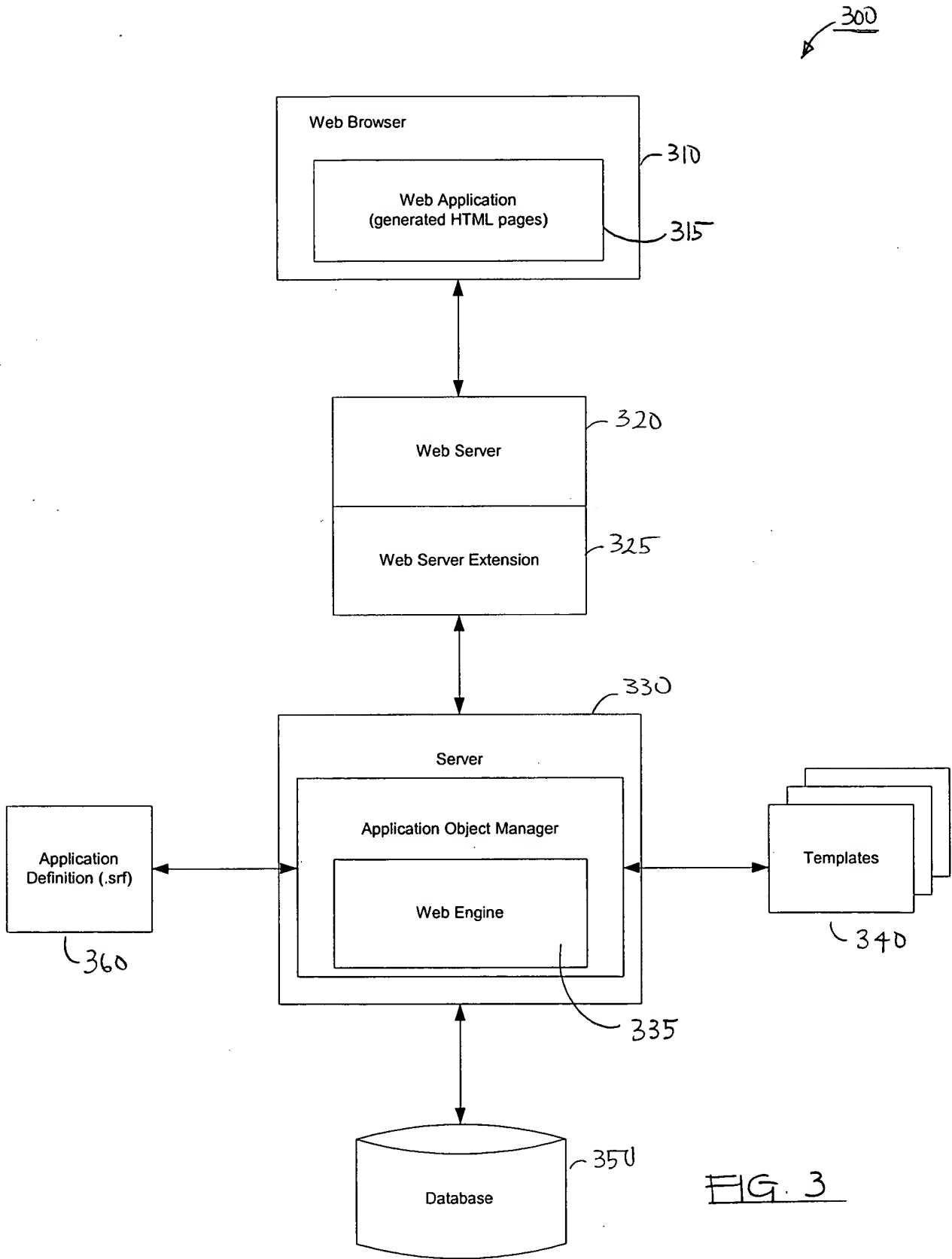
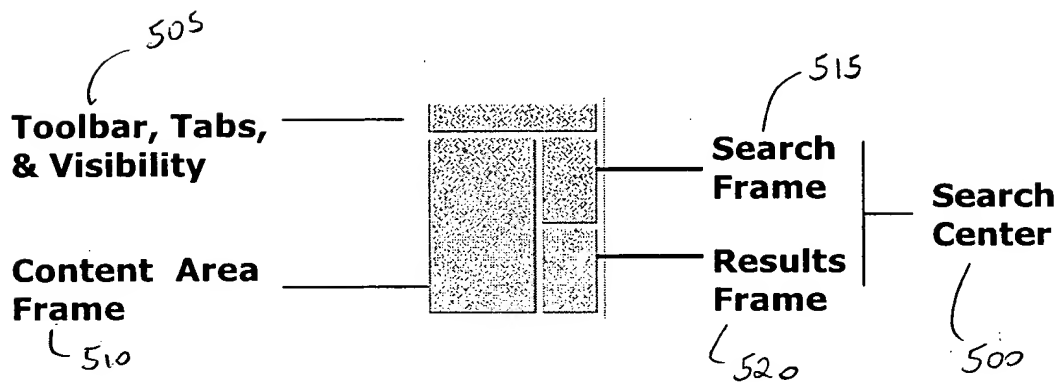
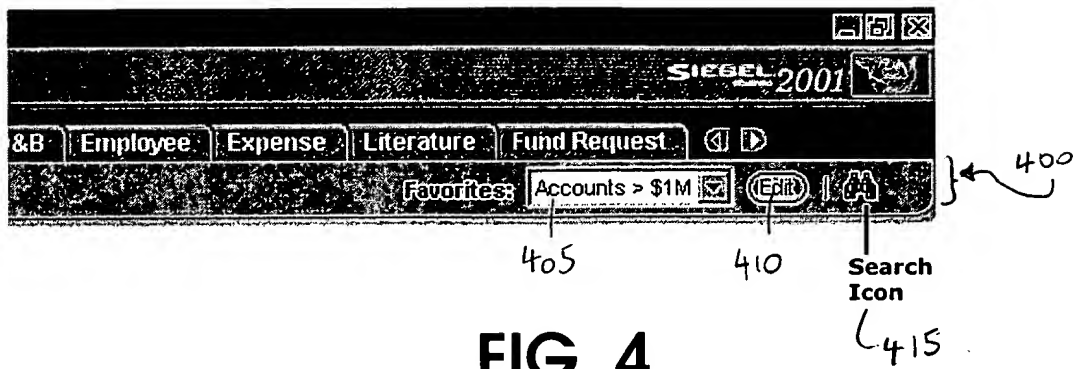


FIG. 3



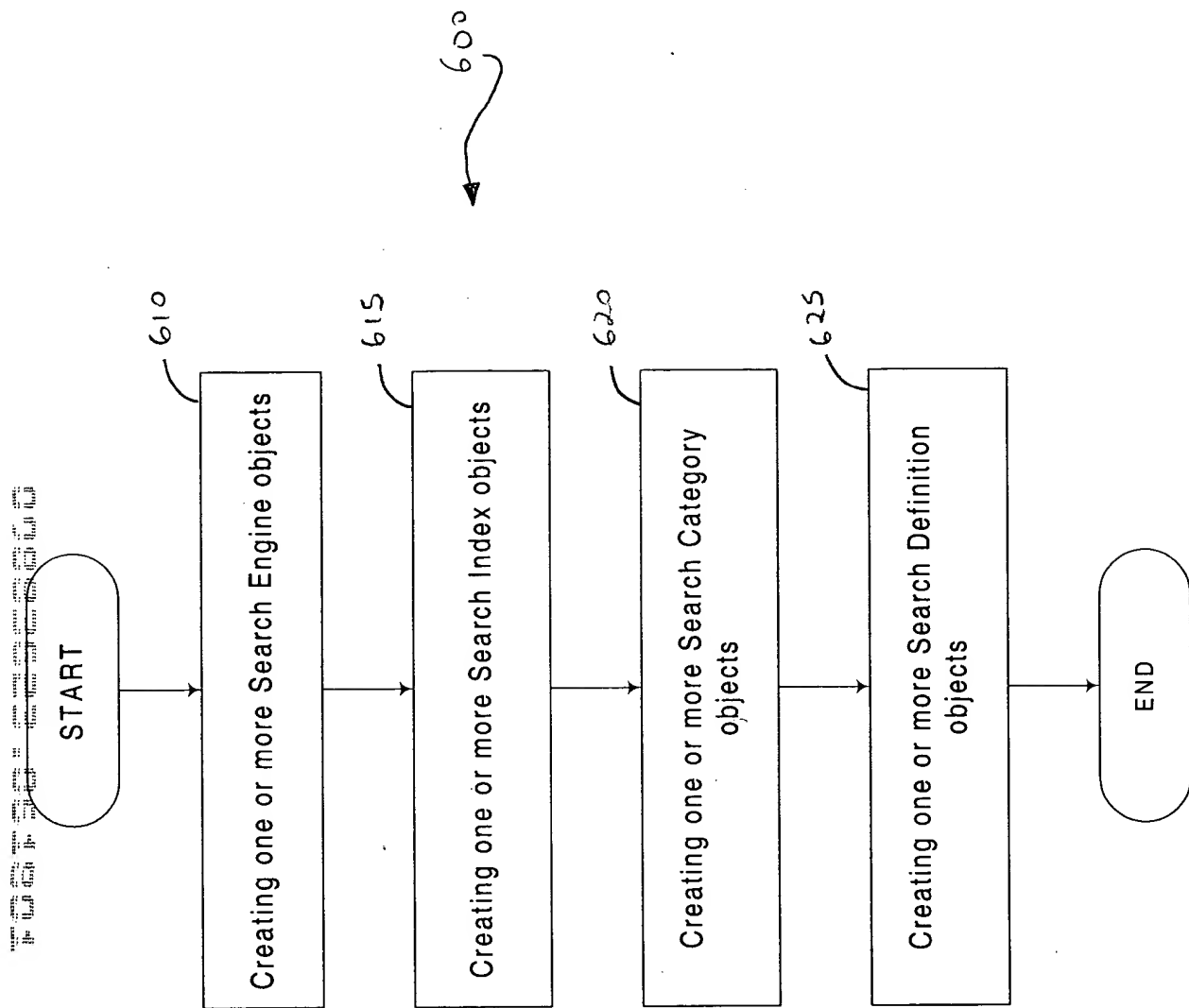


FIG. 6

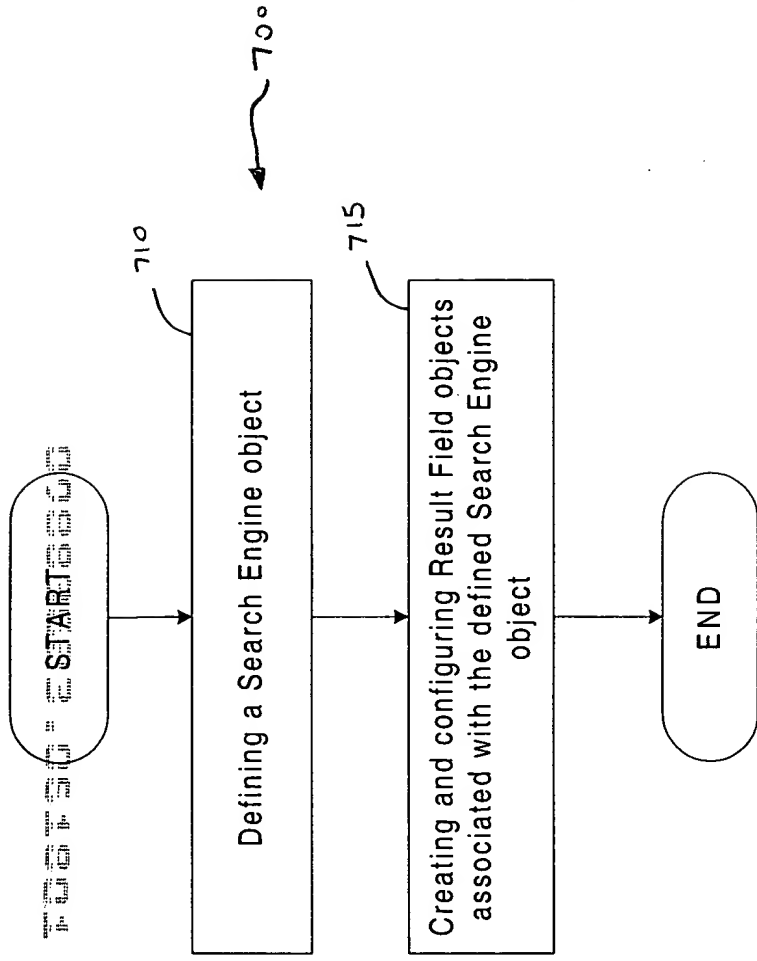


FIG. 7

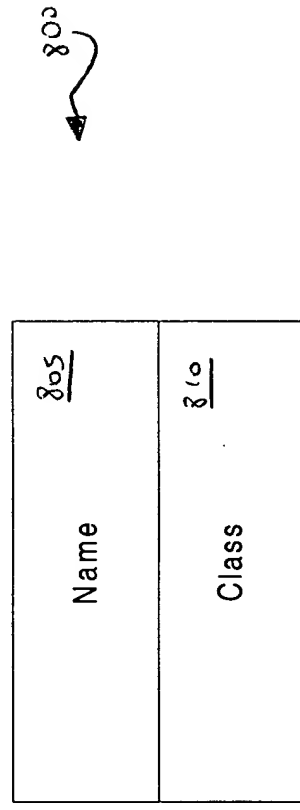


FIG. 8

<u>905</u>	Column Name
<u>910</u>	Create Column Flag (Optional)
<u>915</u>	Data Type (Optional)
<u>920</u>	Index Mode (Optional)
<u>925</u>	Name
<u>930</u>	Text Length (Optional)
<u>935</u>	Type

900

FIG. 9

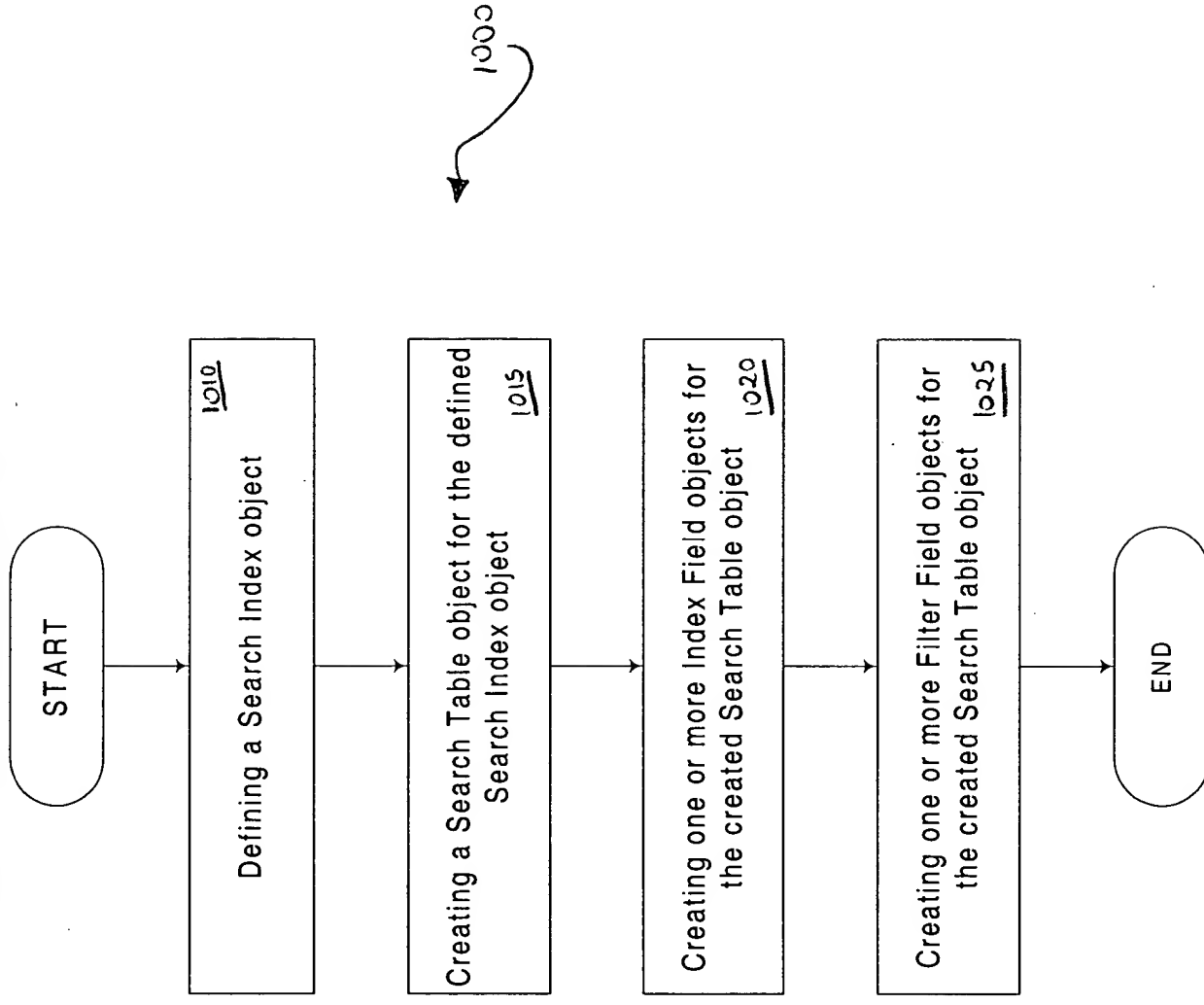


FIG. 10

FIG. 11 is a schematic diagram of a system 1100.

<u>1105</u>	Name
<u>1110</u>	Index Business Component
<u>1115</u>	Database Table Flag

1100

FIG. 11

<u>1205</u>	Table Name
<u>1210</u>	Engine

1200

FIG. 12

FIG. 13 is a flowchart illustrating a process for mapping an index field to a result field.

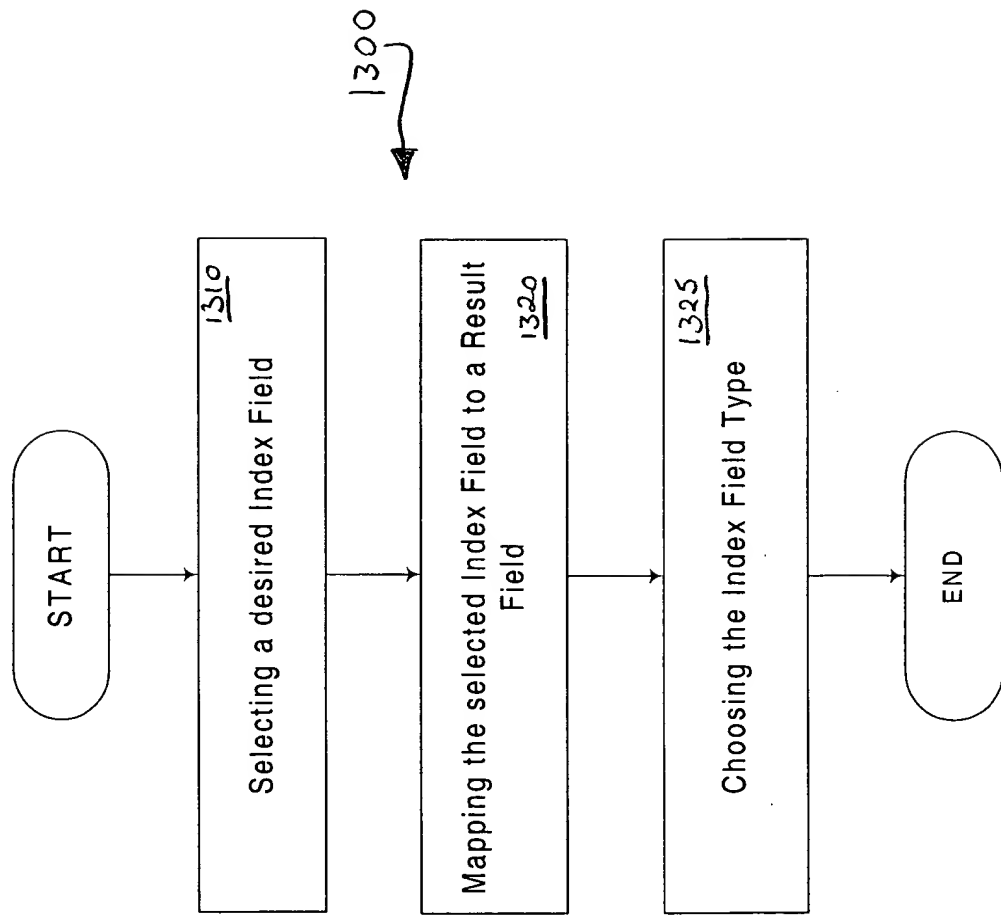


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u> Name
<u>1460</u> Column Name
<u>1465</u> Data Type (Optional)
<u>1470</u> Index Mode (Optional)
<u>1475</u> Sequence
<u>1480</u> Text Length (Optional)

1450

FIG. 14B

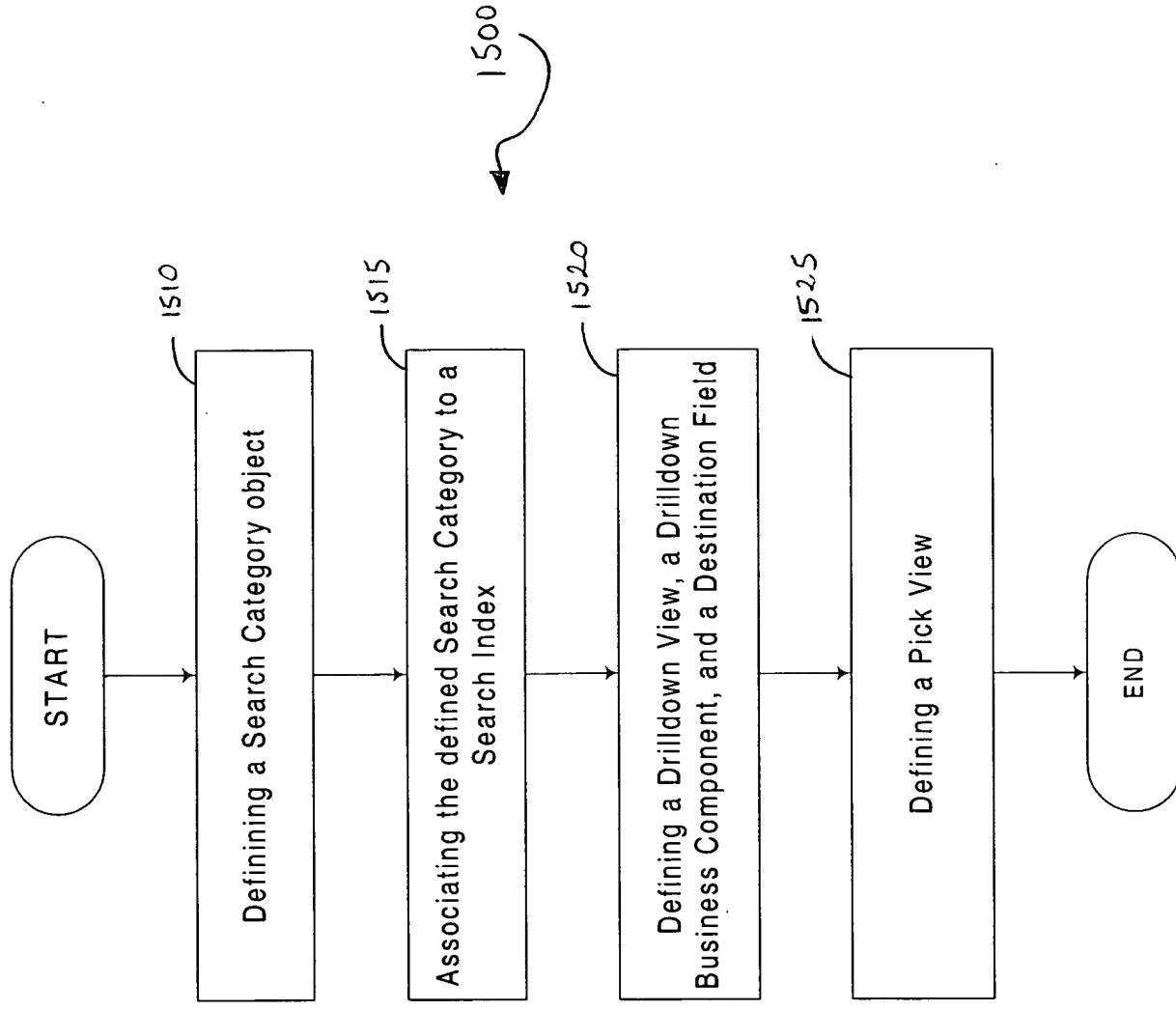


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600

FIG. 16

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700

FIG. 17

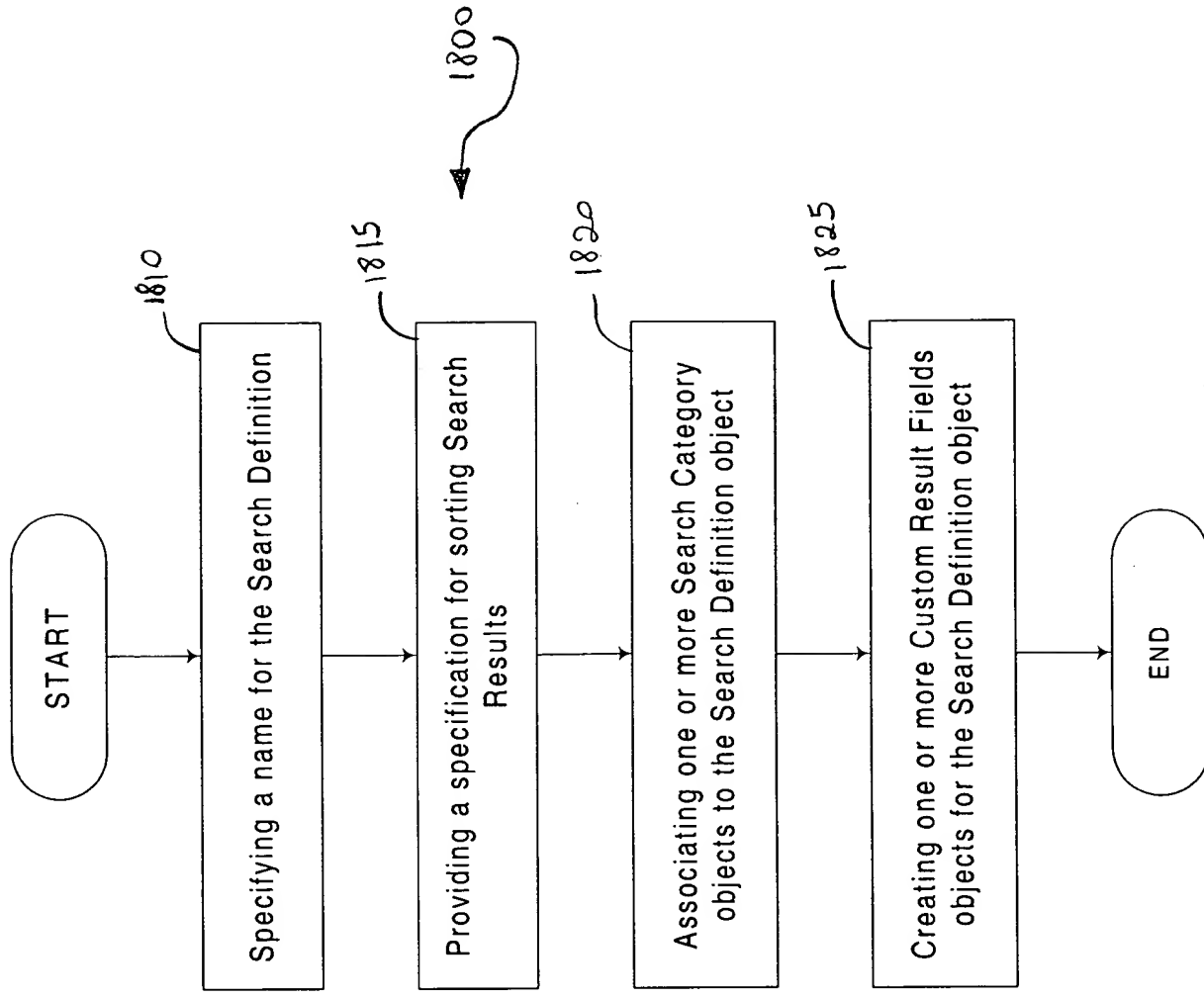


FIG. 18

Name	<u>1905</u>
Display Name	<u>1910</u>
Filter Search Specification (Optional)	<u>1915</u>
Use Filtered Search (Optional)	<u>1920</u>
Sequence (Optional)	<u>1925</u>

1900

FIG. 19

2005 Display Name (Optional)	2010 Display Format (Optional)	2015 Name	2020 Scaling Factor (Optional)	2025 Sequence	2030 Text Alignment (Optional)	2035 Use in Search (Optional)	2040 Visible (Optional)	2045 Width (Optional)
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2000

FIG. 20

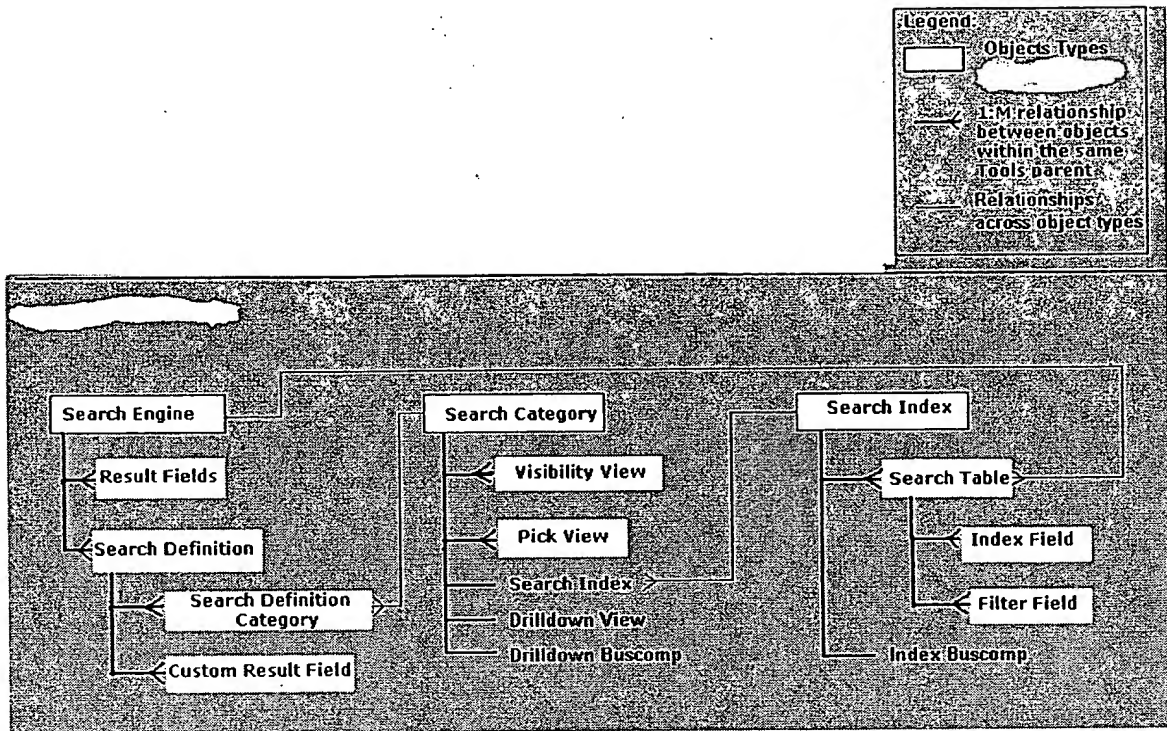


FIG. 21

FIG. 22 is a flowchart illustrating a search process. The process begins at a START node, leading to a process block 2210: "Receiving the Search Category and search text or keyword entered by the user". This is followed by process block 2215: "Passing the Search Category and search text or keyword to a Virtual Business Component (VBC)". Next is process block 2220: "Invoking the Search Execution Service to perform a search and generate search results". This is followed by process block 2225: "Caching the search results generated from the search". The process concludes at an END node.

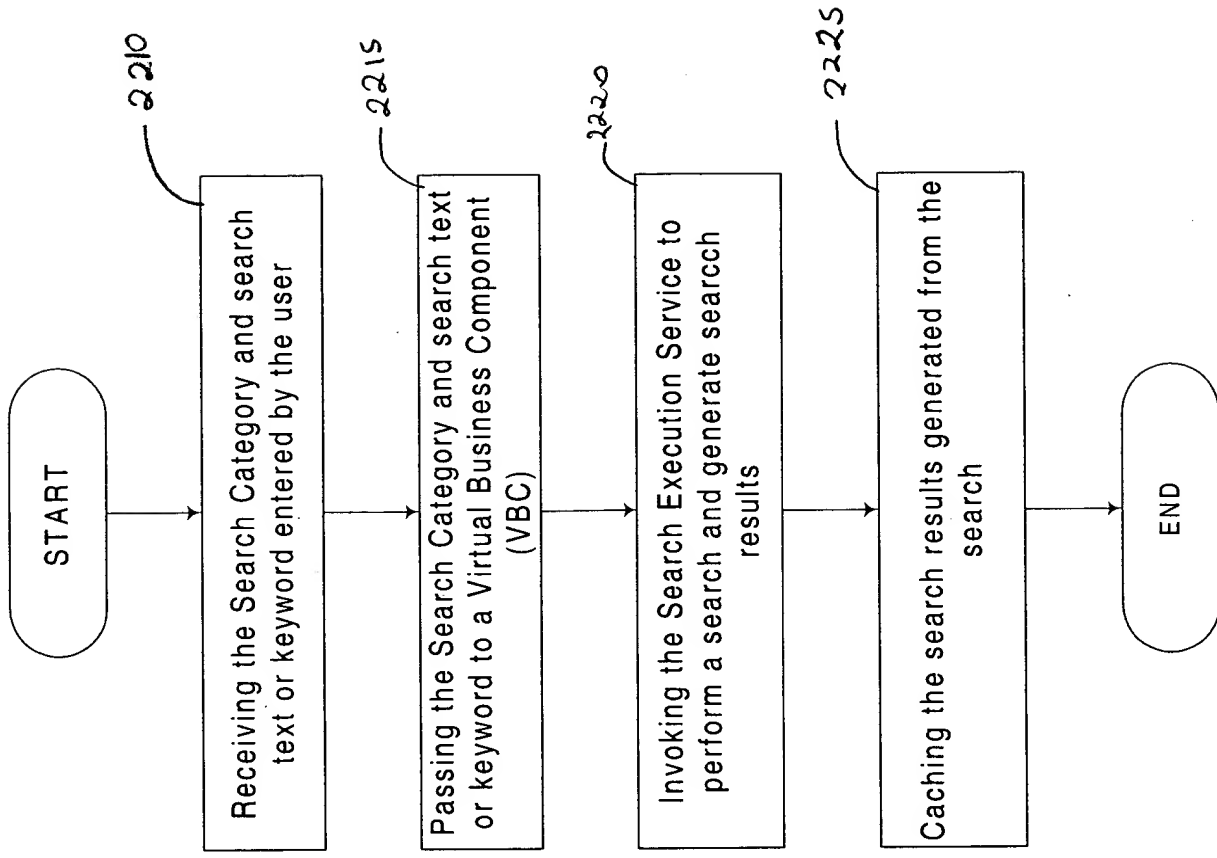


FIG. 22

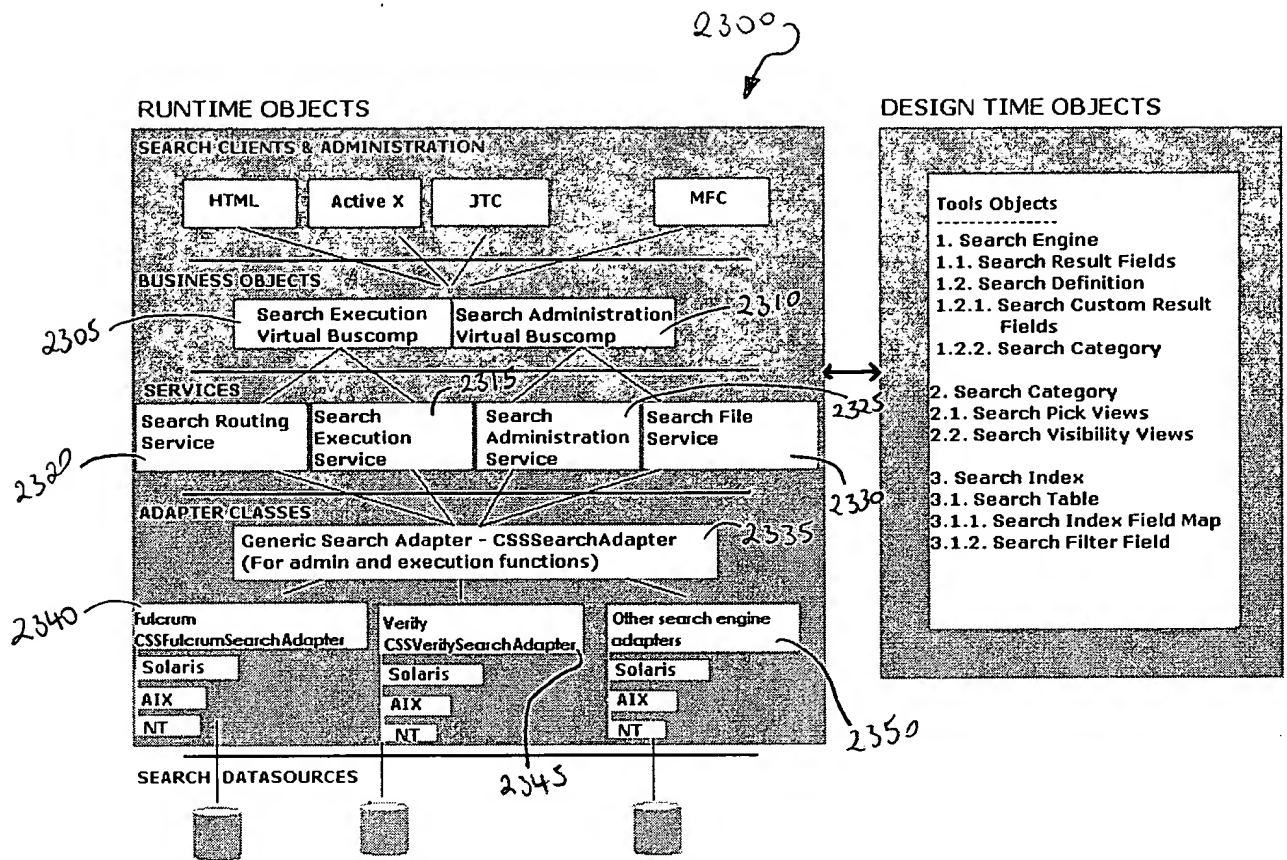


FIG. 23

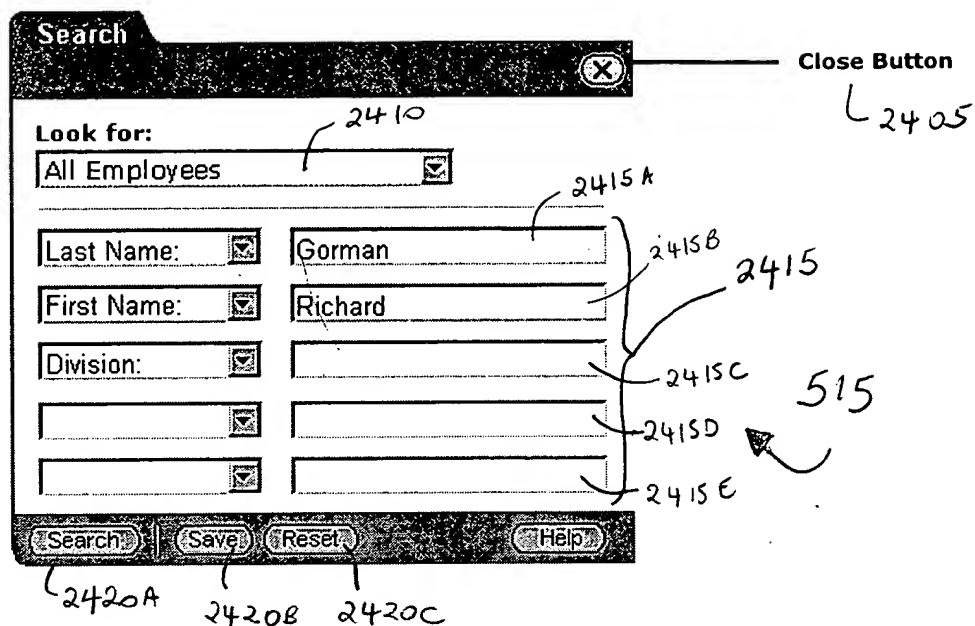


FIG. 24

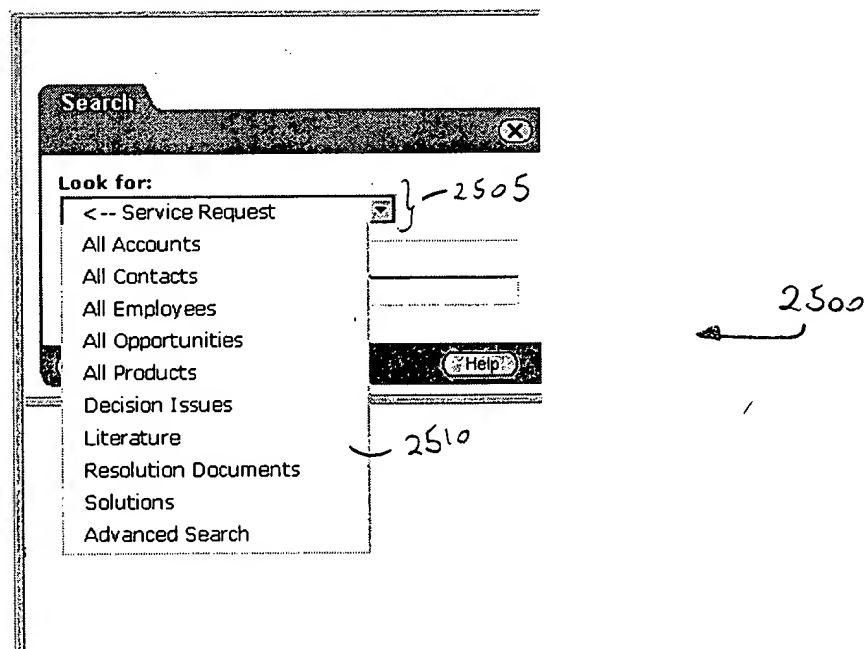


FIG. 25

Siebel Service 7.0

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Fund Request

File View Help Show: My Service Requests Favorites: Accounts > \$1M

Service > My Service Requests > Activity Plans

Service Request

SR #: [] Last Name: [Selected] Date Opened: []

Reference: [] First Name: [] Commit Time: []

Account: [] Primary Phone #: [] Source: []

Site: [Selected] Email: []

Search

Look for: [All Employees] 2605

Last Name: [Gorman] 2610

First Name: [Richard]

Division: []

Search [Save] [Reset] [Help]

Results

Lastname	Firstname
Gorman	Richard
Gorman	Richard
Gorman	Richard

Activities

Name	Summary	Date Opened
Hard Drive Failure	24-2348, Hard Drive Failure	05/10/2000
Server Service Process	2-1CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 13 Aban 1 of 12

In Queue 00:00:14 Item 1 of 2

FIG. 26

2625

Sitel Service 7.0

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened:

Reference: First Name: Commit Time:

Account: Primary Phone #: Source:

Site: Email:

Activities

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

Search

Look for:

Keywords:

Inc:

☒ Solutions ☒ Service Requests ☒ Literature ☒ Activities

Results

Type	Summary
Literature	Repairing the WD-26001 Hard Drive
Literature	2-1 CU Server Service Process
Literature	50241 WD-26001 Hard Drive
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1 CU Server Service Process

00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 22 Absent 1 of 12 In Queue 00:00:14 Item 1 of 22

FIG. 27

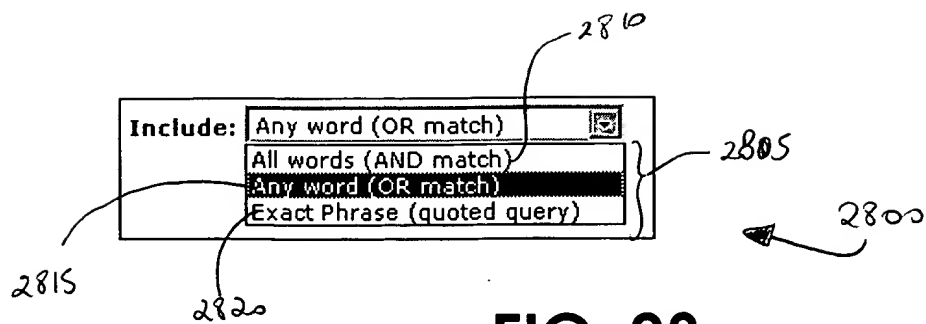


FIG. 28

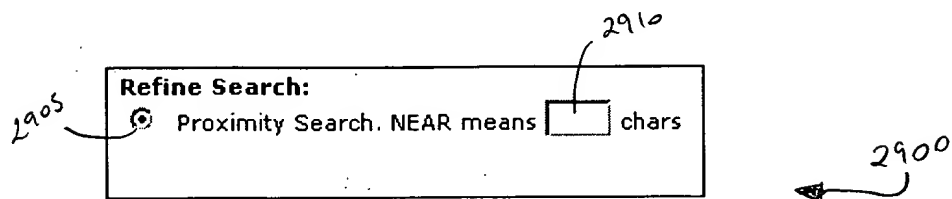


FIG. 29

http://smqalini42/callcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://smqalini42/callcenter/start.swe

Home Accounts Archived Agreements Assets Licenses Campaigns Communications Complaints Litigation Issues Opened Index

Show: Search Indices

Search Indices:

Index Settings

Find No Records

Name	Description	Language	Delete
Default Setting		ENU	
...

Index (Refresh) (Refresh All) No Records

Name	Index Descrpt	Table Name	Exists	External Location	Index Status	See
Auction Item	Auction Item Detail	FUL_AUCT			205 Records Indexed 0 Records Not Indexed	
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	
Document		FUL_EXTDOC	✓	\\SMQALINI42D\\Vadsearch_docs	5 Records Indexed 4 Records Not Indexed	
Literature	Sales Tool	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	
Product	Internal Product	FUL_PROD	✓		8 Records Indexed 8 Records Not Indexed	
Resolution Documents	SR Resolution Item	FUL_RESDOC	✓			

Done

Start Network Inbox http://... FW: Pa... Questio... D:\sea... Local Intranet 8:12 PM

FIG. 30

3000

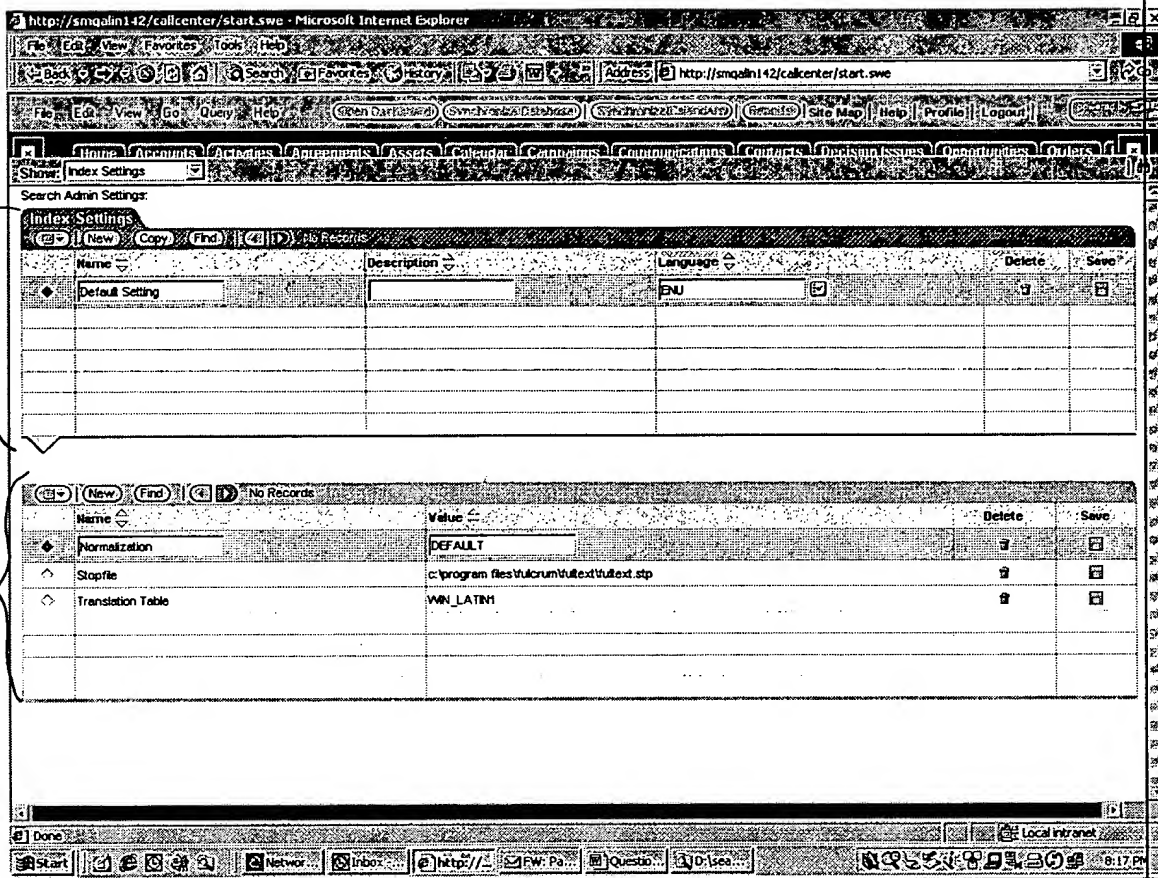


FIG. 31

3100



3200

3205

3210

3220

http://localhost:8080/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address http://localhost:8080/start.swe Go Links

Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calendar Campaigns Communication

Show: Advanced Settings

Search Settings:

Settings

Name	Description	Language	Default	Delete	Save
Advanced Setting (English)		ENU <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Setting Properties

Name	Value	Delete	Save
Character Set	WIN_LATIN	<input type="checkbox"/>	<input type="checkbox"/>
Max Search Rows	500	<input type="checkbox"/>	<input type="checkbox"/>
Normalization	DEFAULT	<input type="checkbox"/>	<input type="checkbox"/>
Proximity Search	80	<input type="checkbox"/>	<input type="checkbox"/>
Relevance Method	24	<input type="checkbox"/>	<input type="checkbox"/>
Search Term Separator	OR	<input type="checkbox"/>	<input type="checkbox"/>

Done Unknown Zone (Mixed)

FIG. 32

3.300

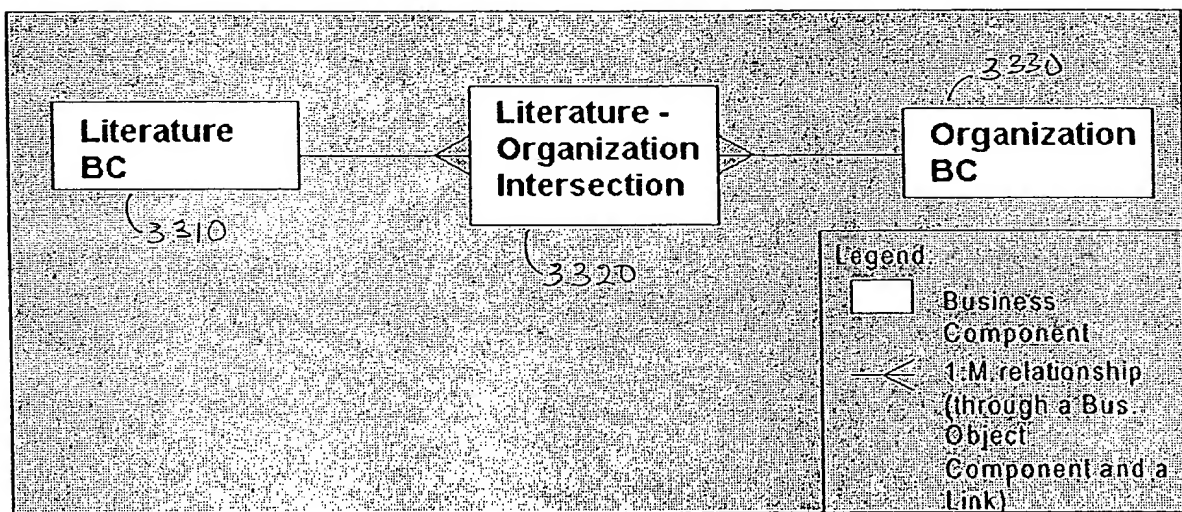


FIG. 33

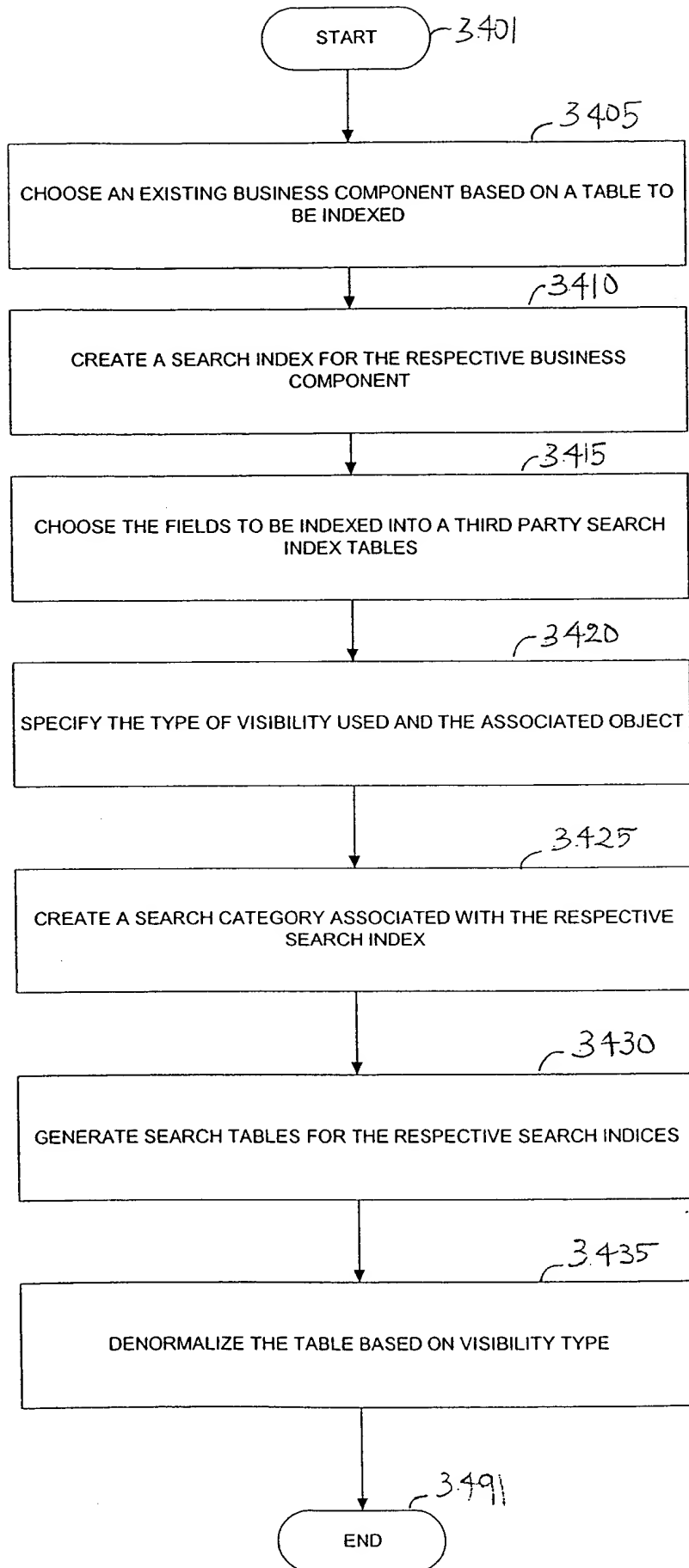


FIG. 34

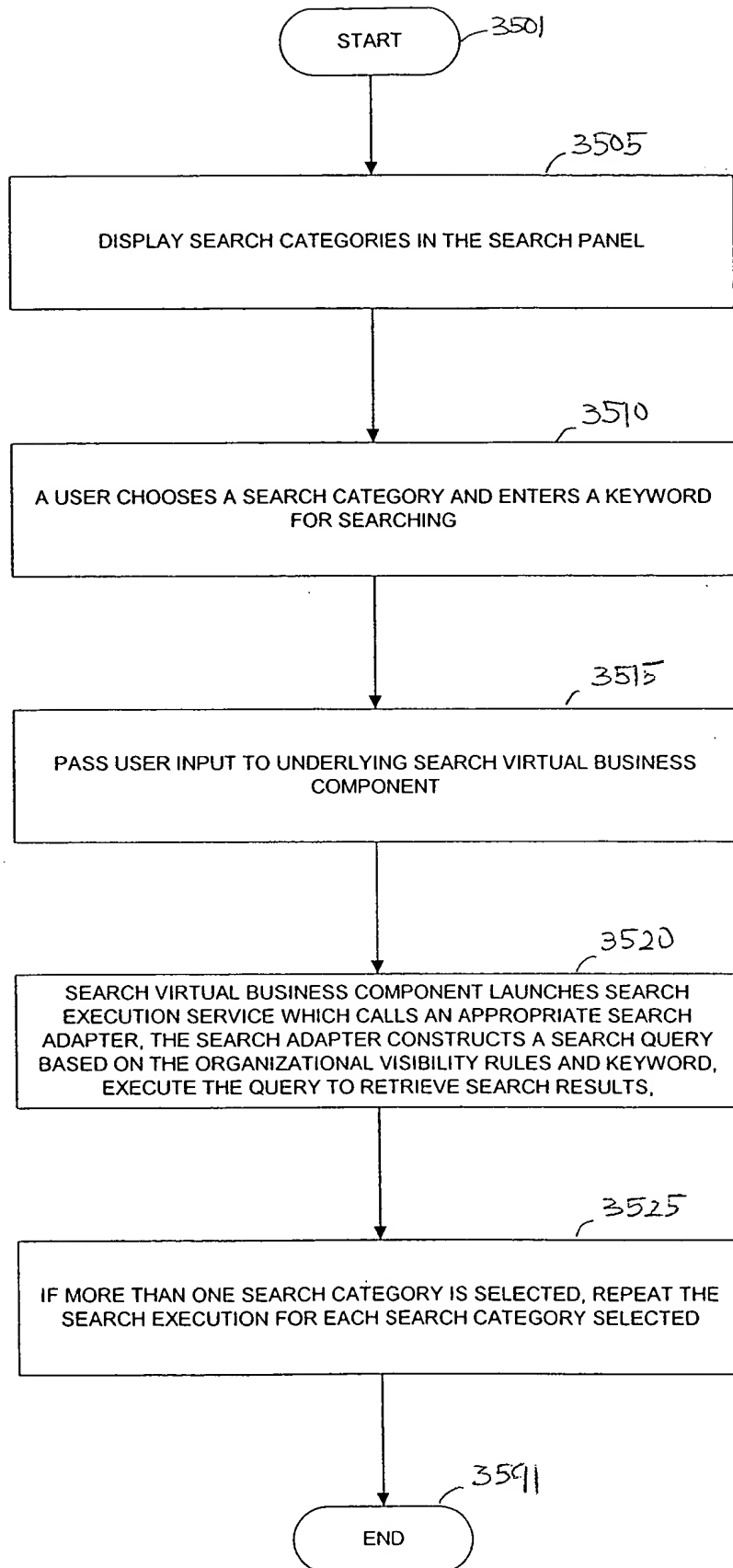


FIG. 35

3600

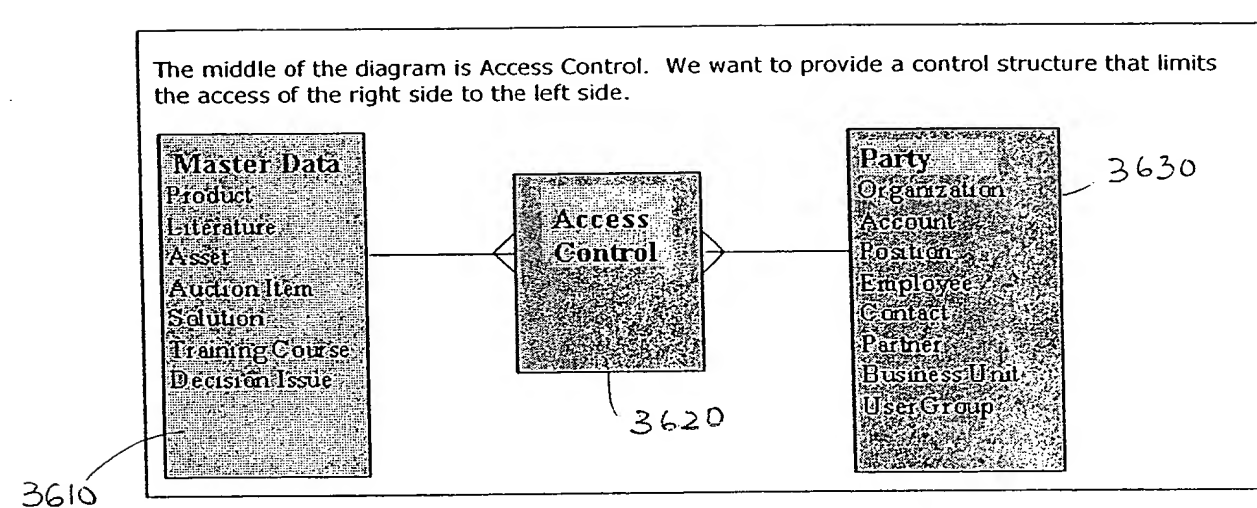


FIG. 36

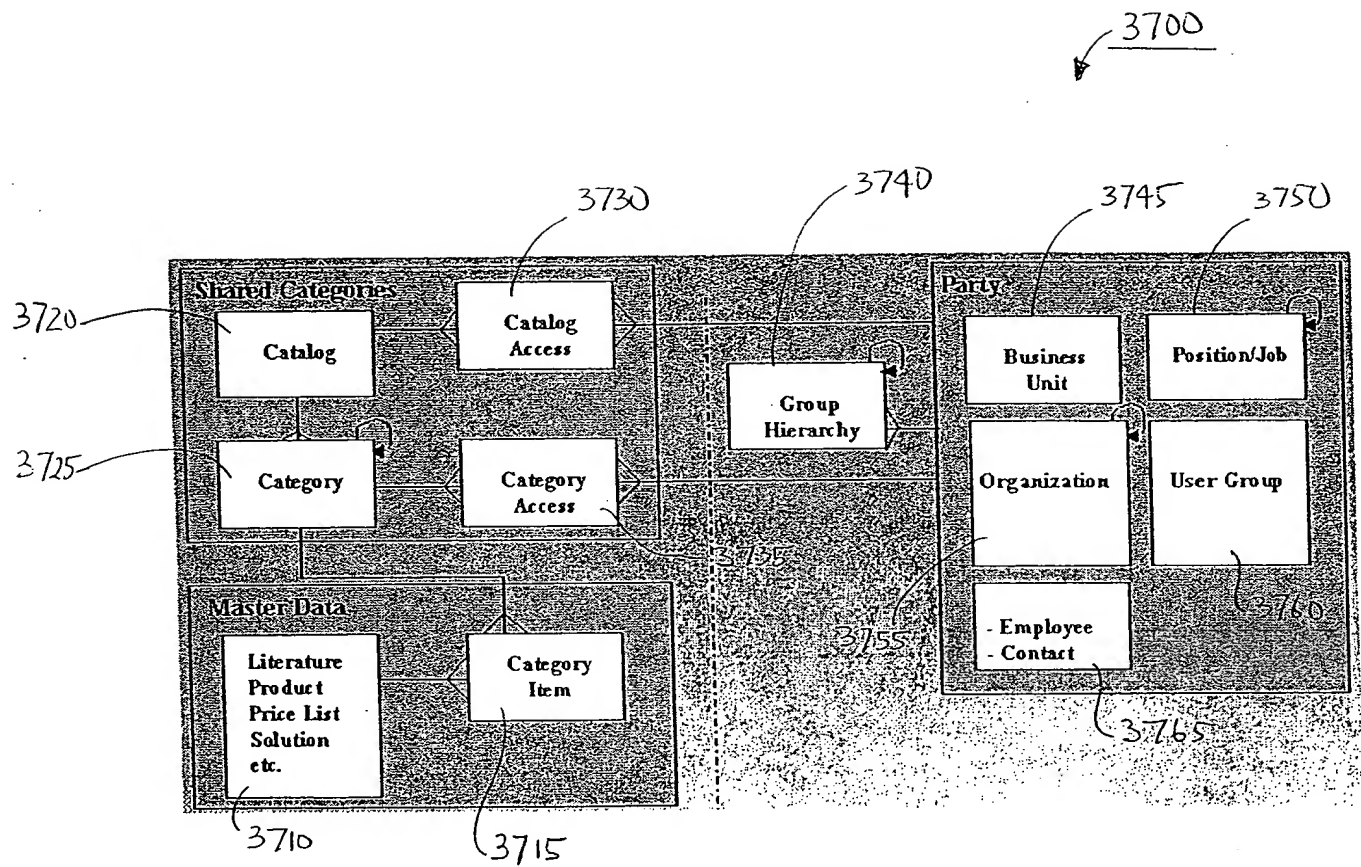


FIG. 37

3800

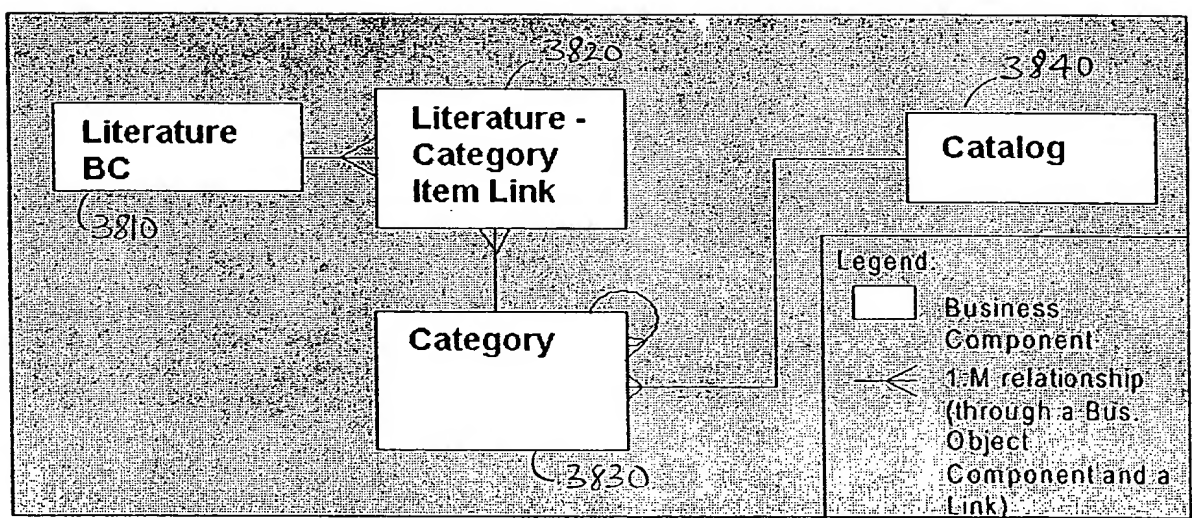
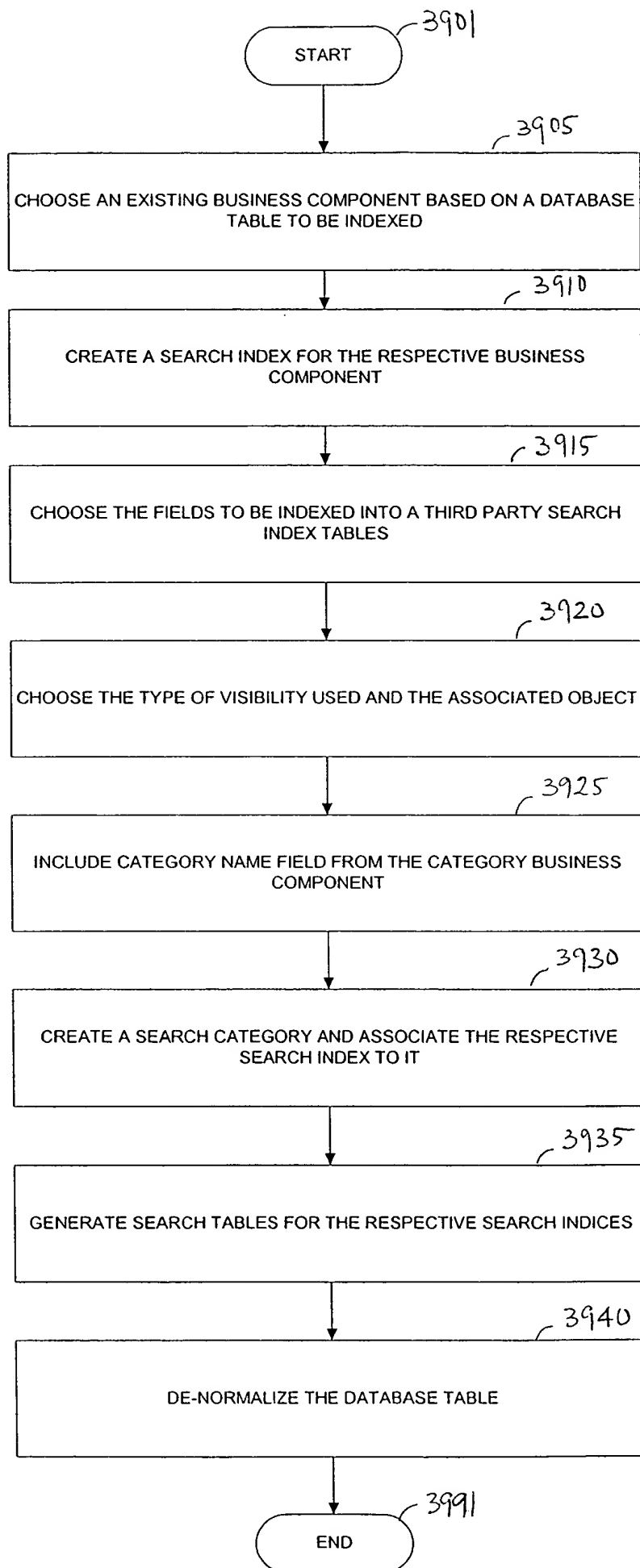


FIG. 38



3900

FIG. 39

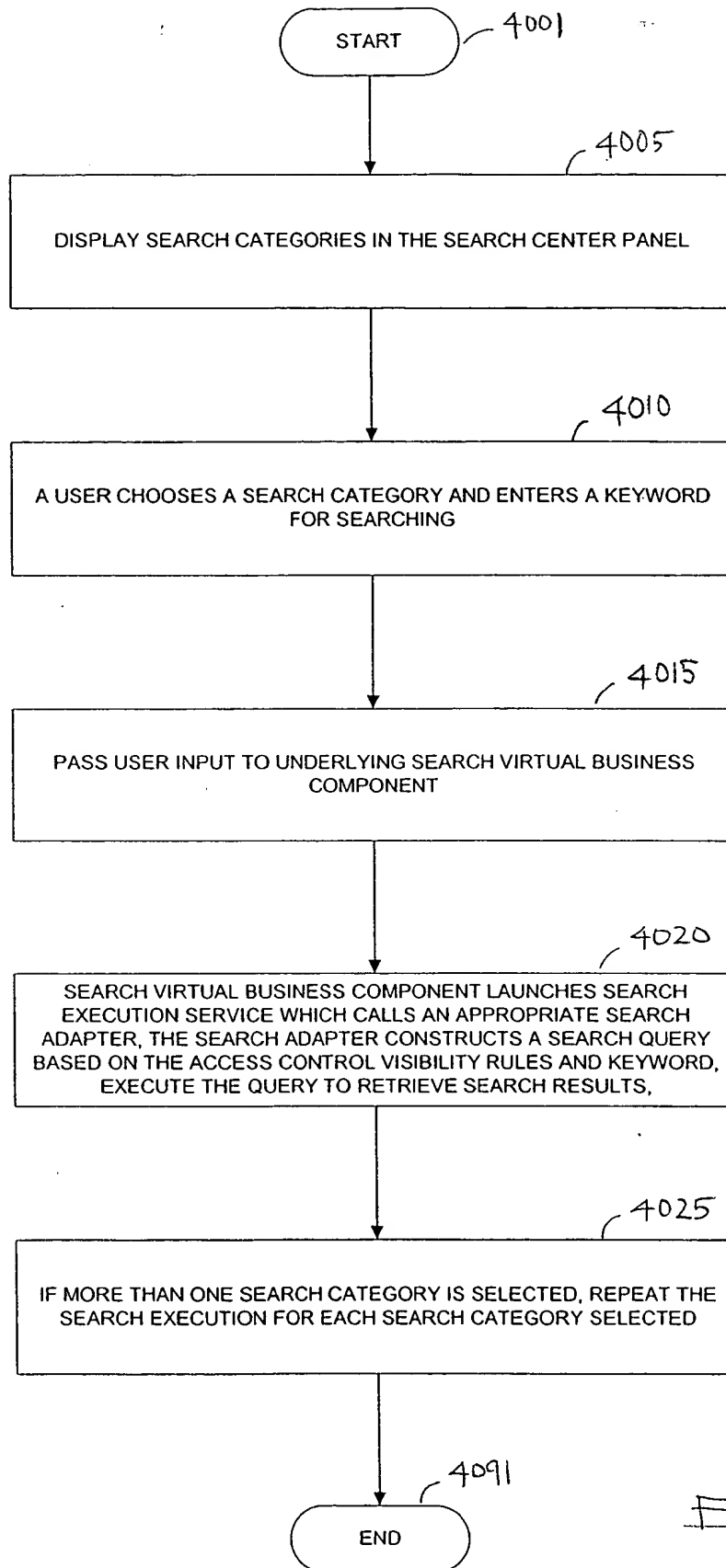


FIG. 40

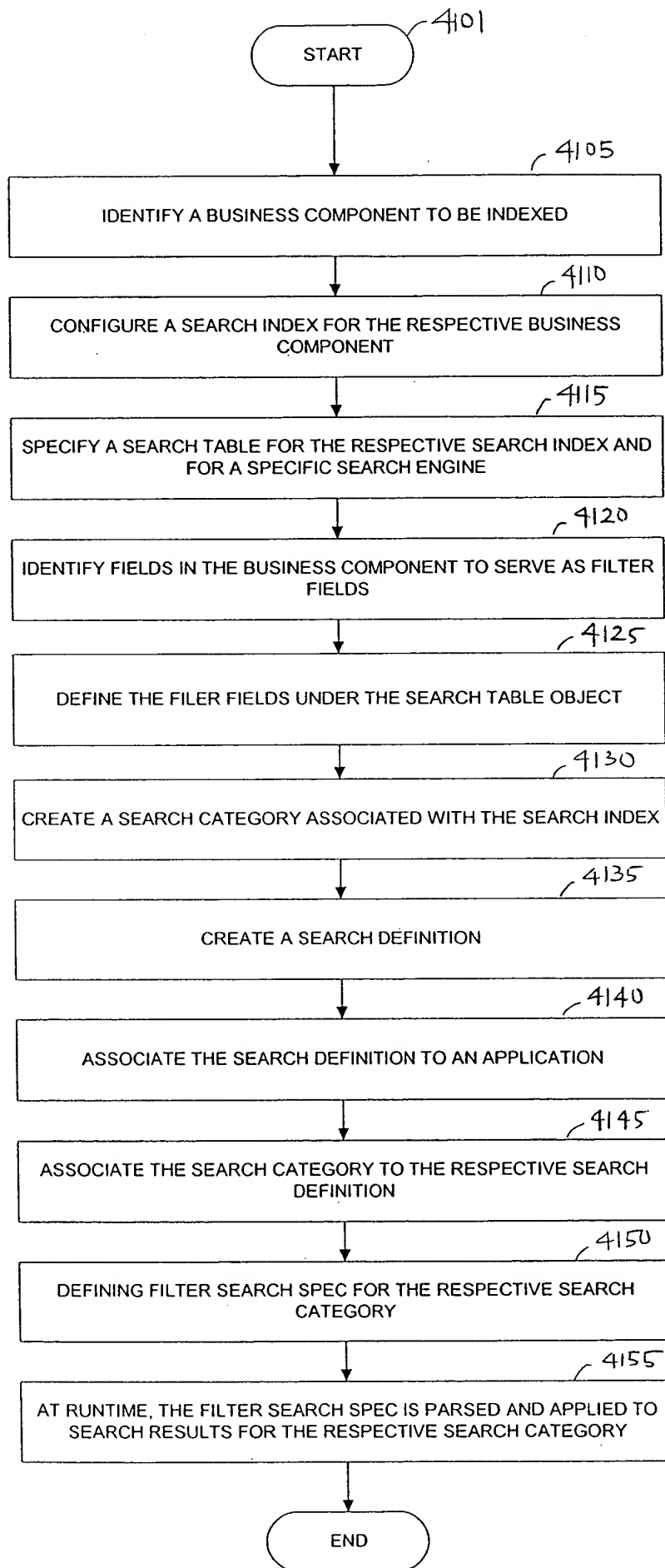


FIG. 41

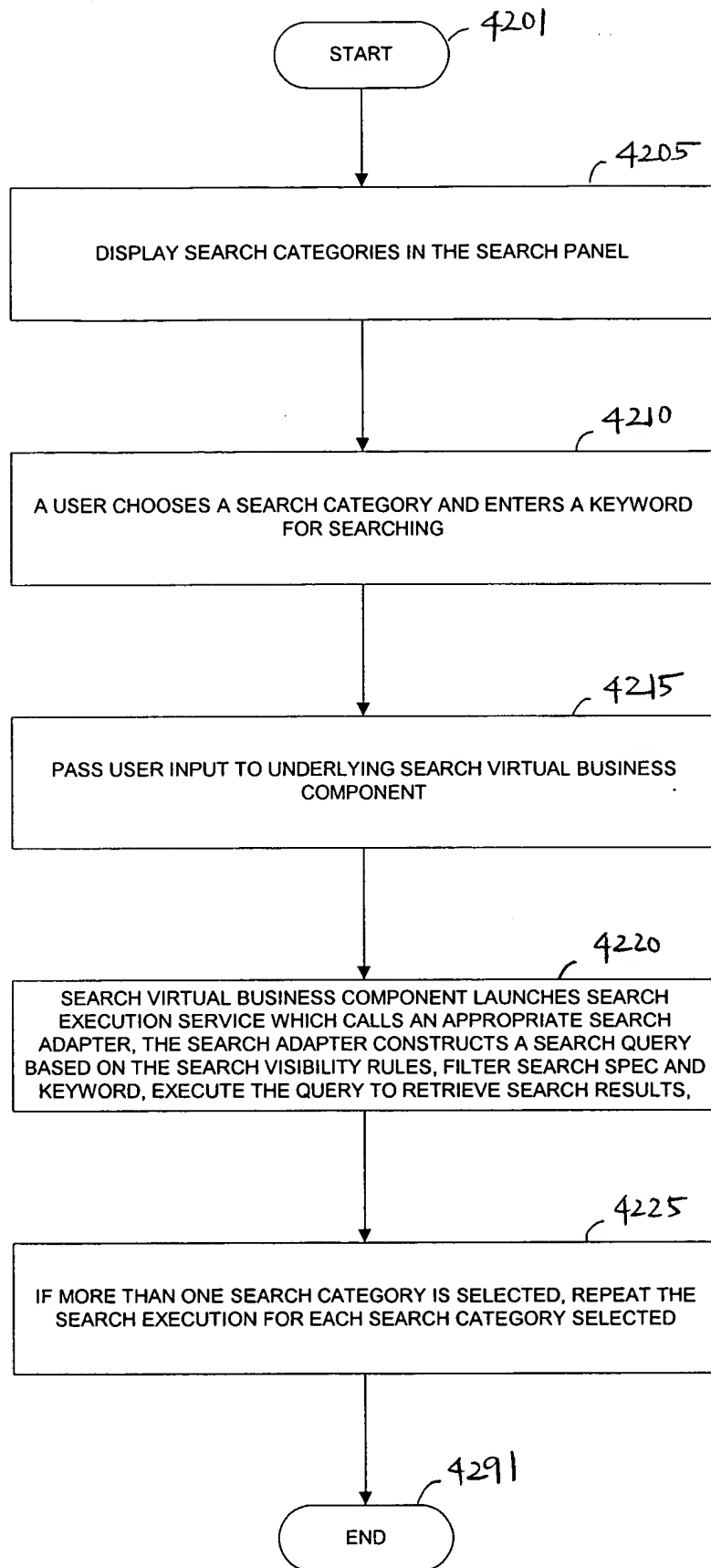
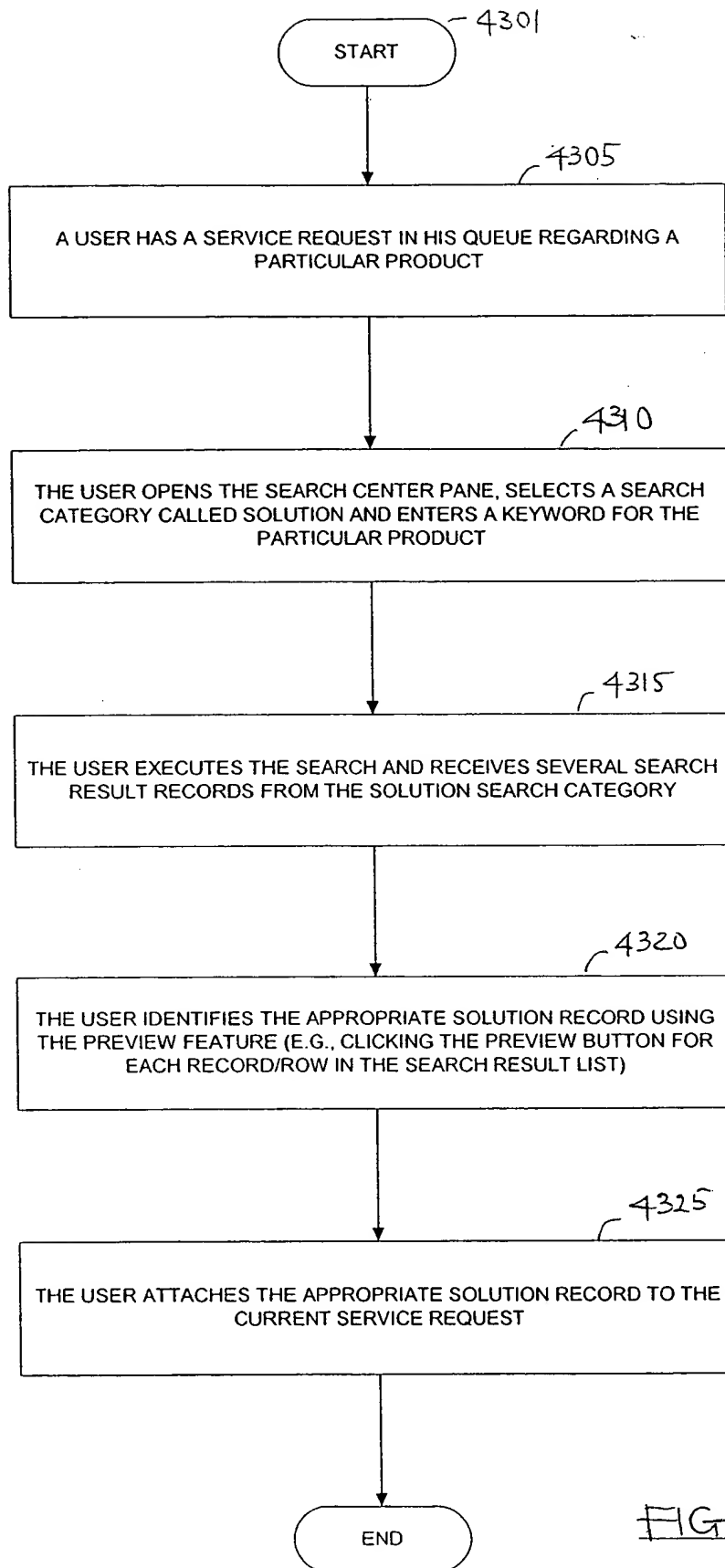
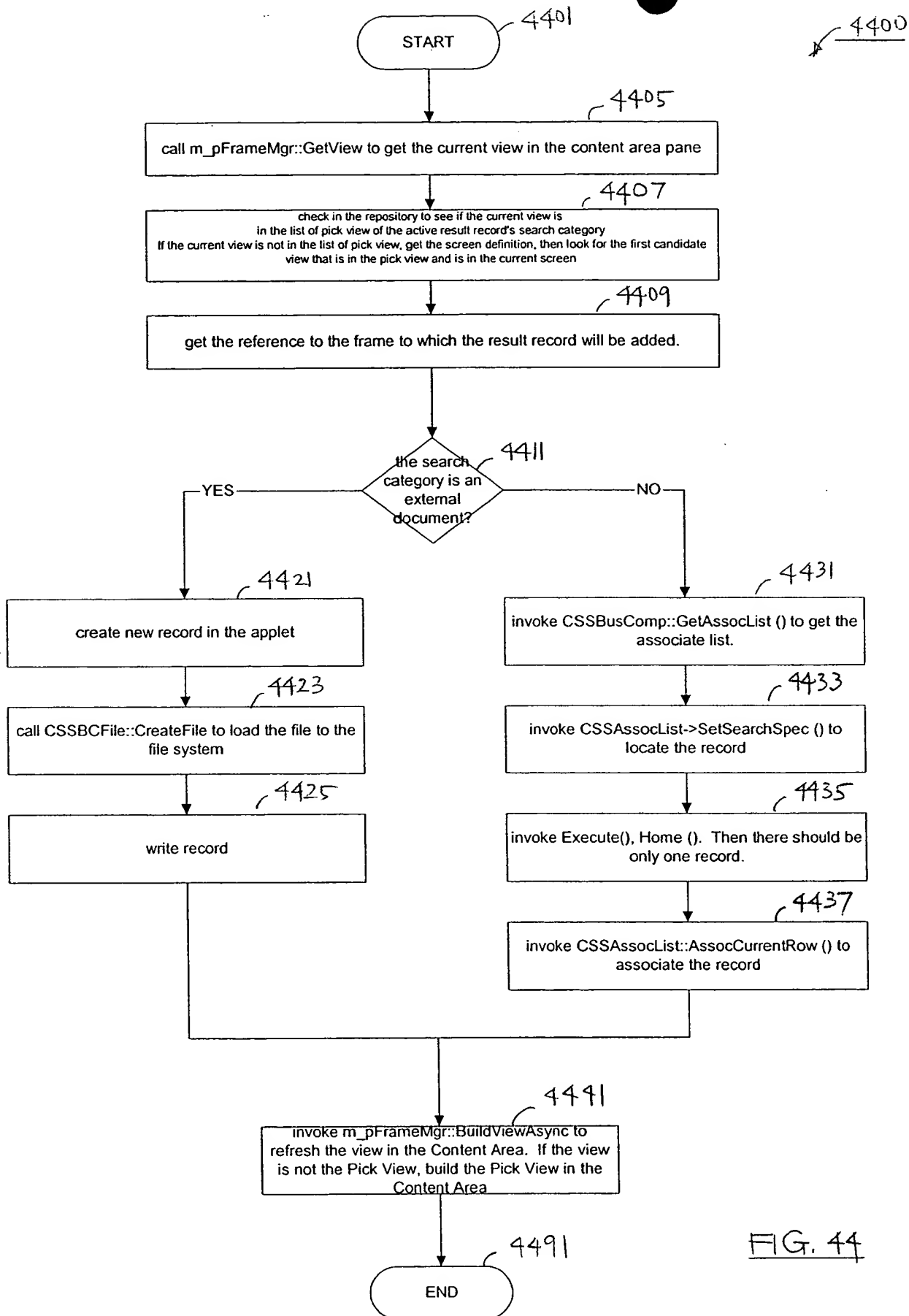


FIG. 42



4300

FIG. 43



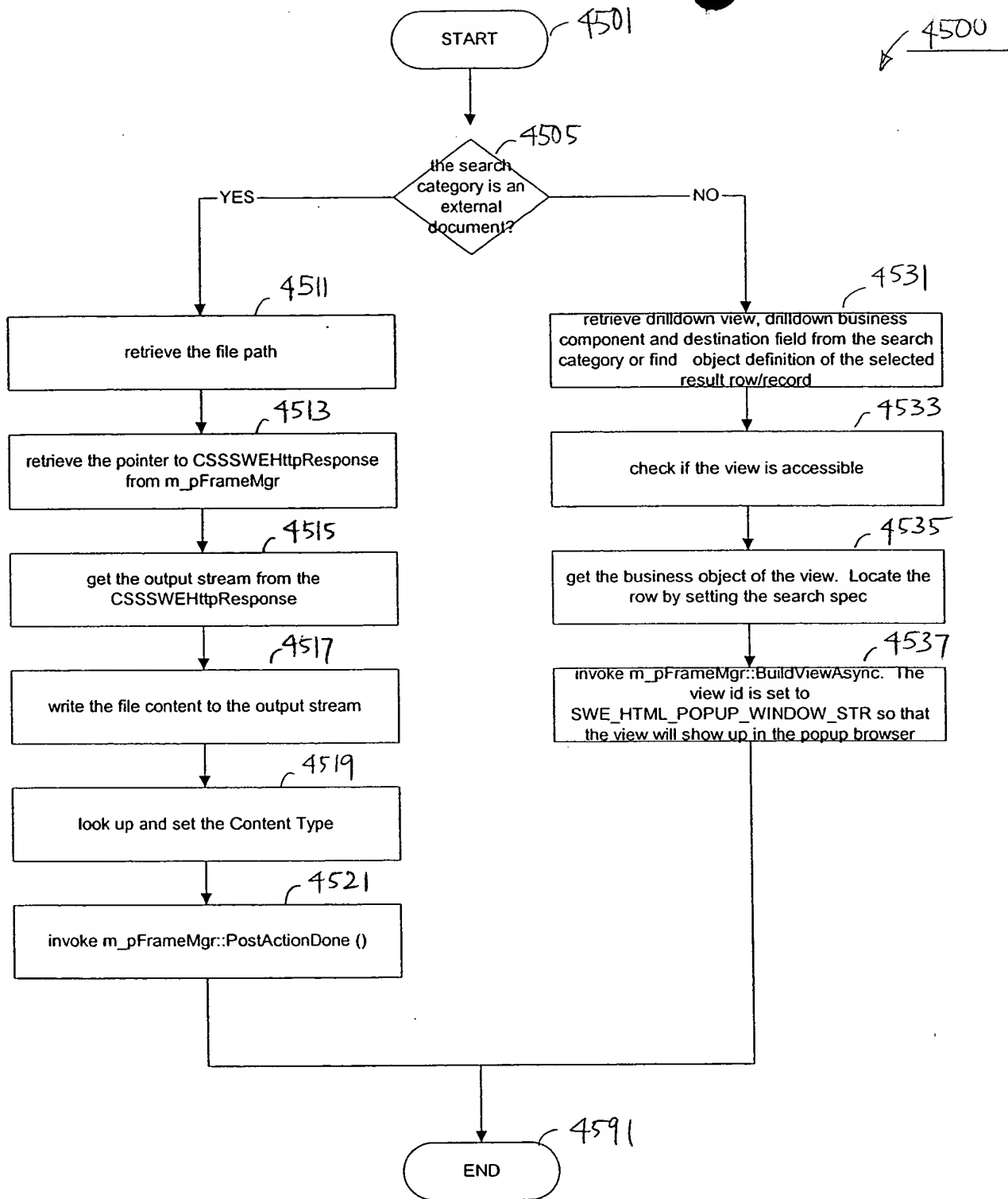


FIG. 45

4600

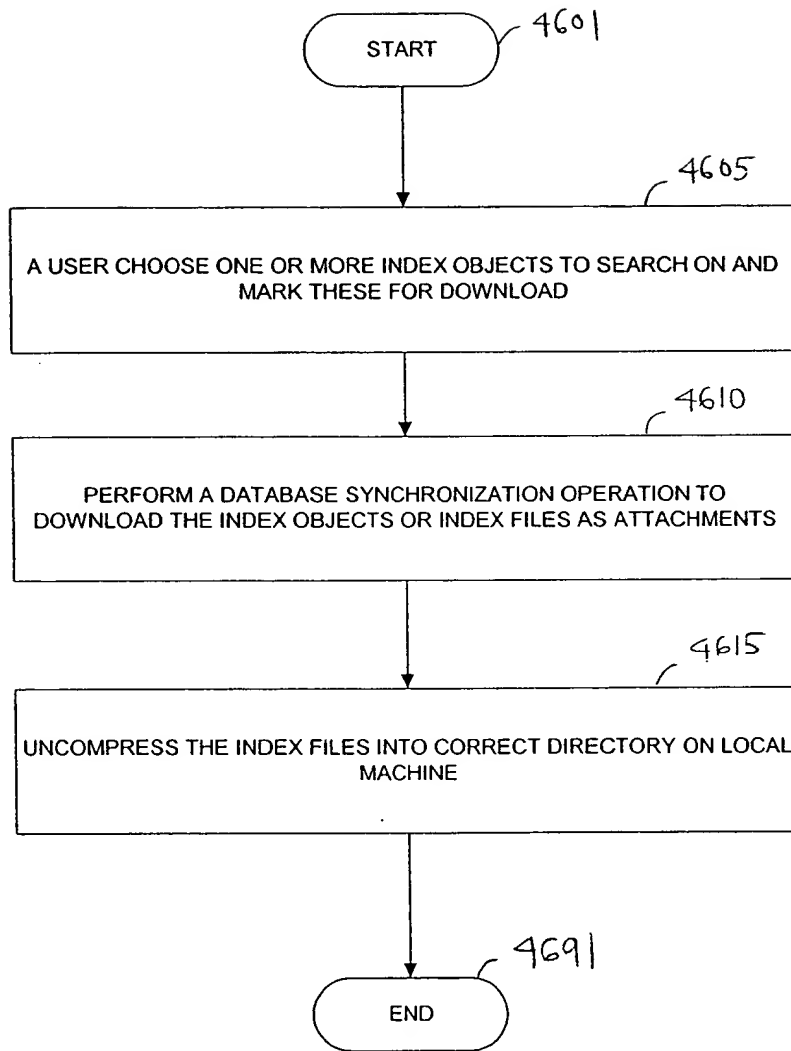


FIG. 46

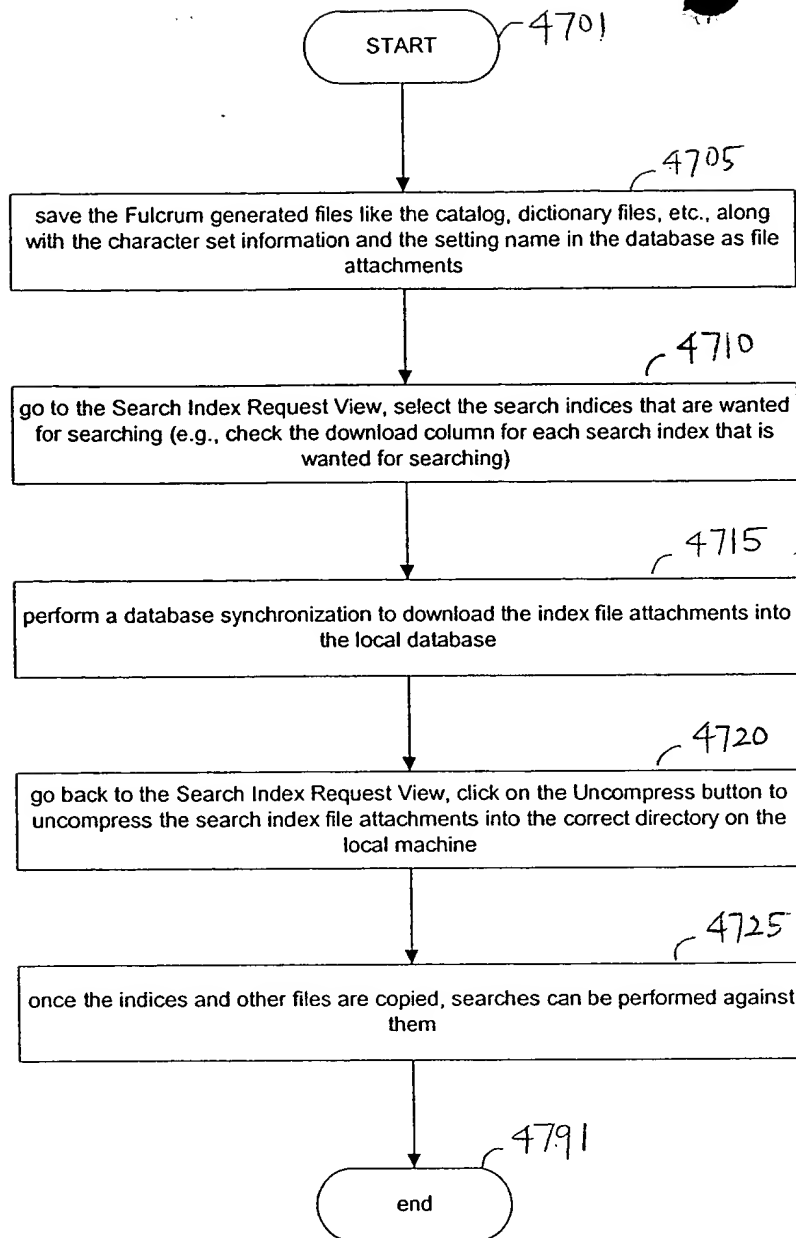


FIG. 47

4800

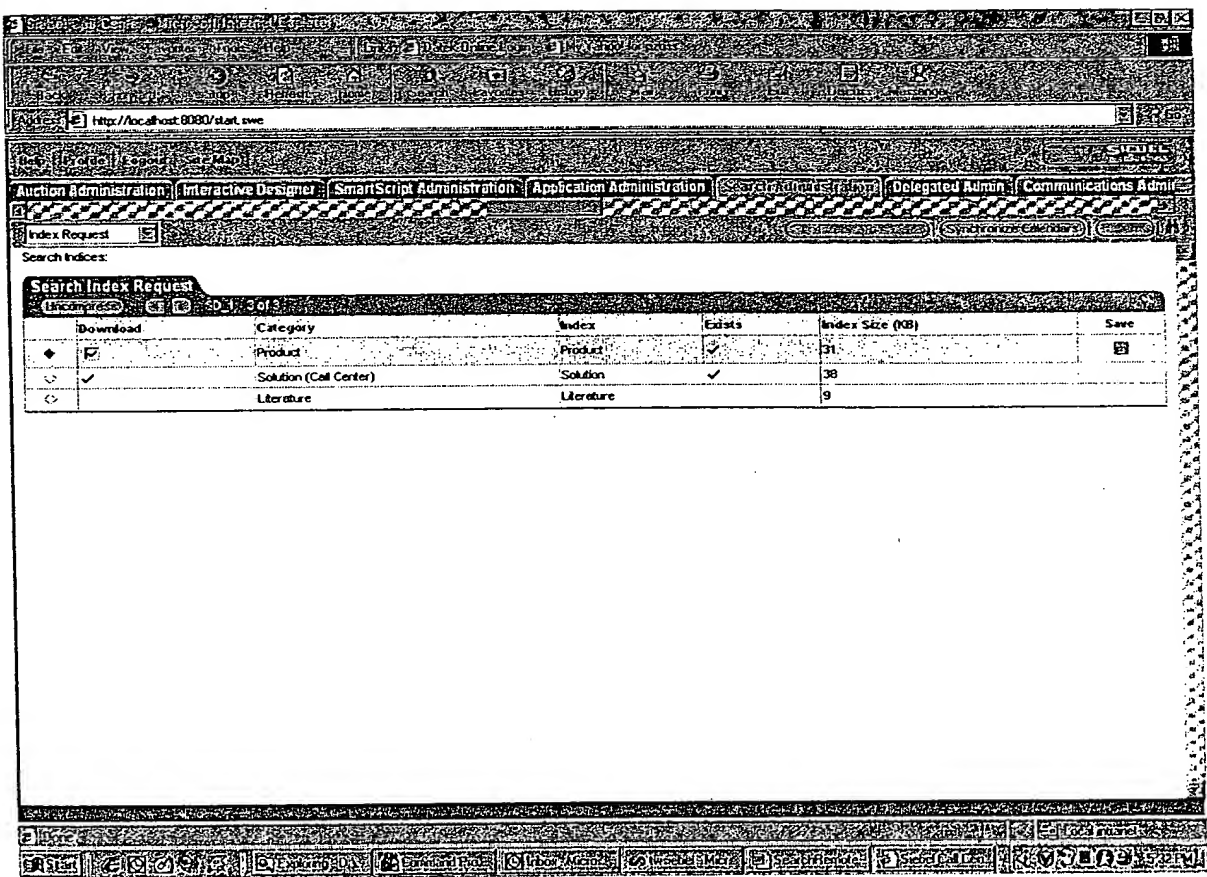


FIG. 48

4900

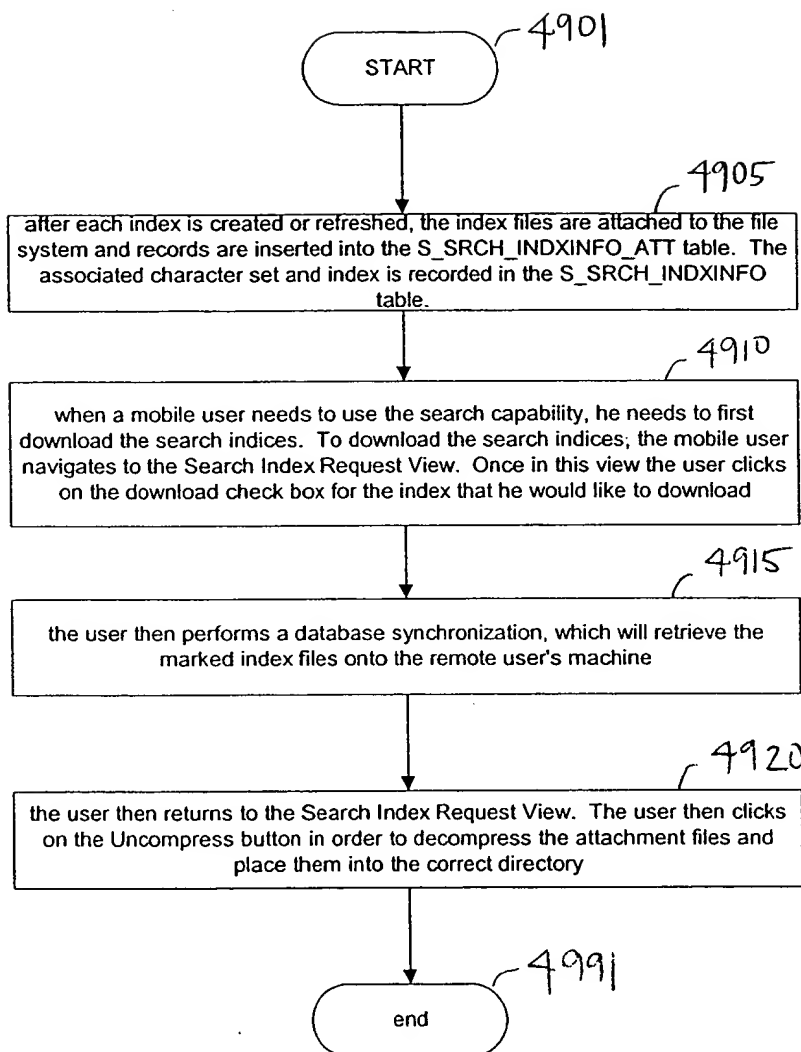


FIG. 49